Return on Investment Program
Frequently Asked Questions
January 22, 2008

The following is a brief description of the Return on Investment (ROI) Program. Some of the frequently asked questions about the ROI Program are:

Q: What is the Return on Investment (ROI) Program?

A: The ROI Program provides opportunity to request funds from the Pooled Technology Fund, a portion of the Technology Reinvestment Fund. Some of the ROI revisions adopted for FY 2009 include:

- Simplification of the application and evaluation
- Increased emphasis placed on projects that will benefit multiple agencies or across governmental boundaries

ROI applications continue to be encouraged from all agencies for all information technology projects that demonstrate a positive return on investment.

Q: What is the Pooled Technology Fund?

A: The Pooled Technology Fund is a centralized funding stream for technology improvement projects. The resources are awarded through a multi-step ROI evaluation process managed by the Department of Administrative Services - Information Technology Enterprise (DAS-ITE). The process was designed to ensure that projects are focused on results that benefit taxpayers, minimize duplication among state agencies, and assure that the state receives maximum benefit from its investment in technology.

Q: How does the Pooled Technology Fund project prioritization process work?

A: Each year state agencies complete a ROI funding document that contains information on the proposed projects along with the projected return on investment. Once an agency submits a ROI funding request they are reviewed and scored through a series of reviews and evaluations and then prioritized. The prioritization process is composed of the following steps:

- State agencies submit requests (i.e., funding applications) that define expected costs and Return on Investment for various projects.
- The applications are sent to the Joint Chief Information Officers (JCIO). The JCIO is comprised of eleven Chief Information Officers from agencies with the largest internal IT components, representing over 90% of the IT expenditures in state government. The JCIO reviews and scores each application.

> The Technology Governance Board (TGB) reviews the JCIO rankings of the ROI projects and adjusts the ranking, if desired.

- The DAS Director approves projects for inclusion in the DAS budget request.
- The Governor reviews the DAS request and includes approved projects in his budget.
- The General Assembly appropriates funding, often earmarking specific projects and designating additional funds to be divided among top-ranked projects, typically from the Rebuild Iowa Infrastructure Fund (RIIF).

Q: How are the ROI applications scored by the JCIOs?

A: The ROI applications are rated and scored in three areas: project description (24%), expected results (24%) and financial analysis (32%). Bonus points are awarded for multi-agency or cross-boundary projects (20%). There is also an outcome measures section that is not used in the scoring: the 6 auditable outcome measurement areas consist of improved customer service, citizen impact, cost savings, project reengineering, source of funds, and tangible and intangible benefits.

Q: How are projects implemented?

A: The DAS Director and DAS-ITE Chief Operating Officer determine final funding for approved projects in consultation with agencies submitting the projects. DAS disburses funds according to the application plan.

Q: What is the history of this mechanism?

A: Table 1. Pooled Technology Funding History

FISCAL YEAR	REQUESTED	AWARDED
FY 2001	$30 million	$19 million
FY 2002	$79 million	$1.0 million
FY 2003	$74 million	0
FY 2004	$75 million	$2.0 million
FY 2005	$27 million	$1.8 million
FY 2006	$7.2 million	$3.8 million
FY 2007	$3.9 million	$3.4 million
FY 2008	$4.2 million	$3.8 million
FY 2009	$6.0 million	To be determined

Q: What funding was requested for FY 2009 projects?

Project Descriptions	Requested	Cumulative
WebEOC: Iowa Crisis Information System – Homeland Security: Supports and expands the WebEOC software used to coordinate state agencies and local governments during disasters. The project will upgrade equipment and purchase additional licenses of this enterprise-wide tool used in emergency response and recovery. Expanding the software will benefit Iowa's emergency management community and related emergency management preparedness efforts.	$150,000	$150,000

LiDAR (Light Detection and Ranging) Project – Natural Resources & Trnasportation: Project to partner with Transportation, Agriculture and Natural Resources to collect LiDAR data for the state. LiDAR technology uses laser pulses from an airplane to calculate accurate elevations. LiDAR technology has the potential to save Iowa's local, county, state, and federal governments resources by providing a low cost alternative to traditional land-surveys.	$650,000	$800,000
Living Disaster Recovery Planning System (LDRPS) – Homeland Security: Supports program costs associated with disaster plan management software used in the Executive Branch. Strohl Systems' LDRPS software is currently implemented for the development and maintenance of Continuity of Operations (COOP) and Continuity of Government (COG) plans for the Executive Branch agencies.	$256,000	$1,056,000
Security Event & Information Management - Administrative Services: Evaluates, purchases and installs a Security Event and Information Management (SEIM) tool for Intrusion Detection Systems (IDS) log monitoring, analysis and reporting. The SEIM tool provides coverage across state government to effectively monitor the enterprise-wide environment. Monitoring of IDS and other logs identifies critical events like "hacking" attempts, excessive e-mail and other events.	$201,000	$1,257,000
Law Enforcement Data Exchange Project – Attorney General's Office: Supplements grant funds implementing the Iowa County Attorneys' Case Management Project. This county attorney project improves the effectiveness of services in Iowa county attorney offices; improves services to victims and other justice agencies; adopts a common case management application (ProLaw); and integrates word processing, calendaring, and imaging functions; and exchanging data with other justice agencies.	$25,000	$1,282,000
Electronic Records Management System – Natural Resources & Transportation: Pilot project in conjunction with Transportation for exchanging documents to test utilizing one document management system for both agencies. An electronic document management system will enable converting paper documents into electronic format and system functions include the categorization and indexing of all documents for organization and storage in a content repository.	$95,000	$1,377,000
Iowa Corrections Online Network – Corrections: Further expands the ICON system, the offender management system for the agency. ICON is a key component of the Governor's and Chief's data sharing initiative for all criminal justice agencies across Iowa. Continued expansion of ICON will further decrease the recidivism rate in the state.	$600,000	$1,977,000
Property Tax & Local Government Finance Information & Analysis – Revenue: Creates an electronic information system for reporting and analysis of property tax data from across the state. The initiative includes the electronic reporting by county of various property tax valuation reports and will permit local governments to share a sampled selection of property valuation data at the individual property (i.e. parcel level).	$323,000	$2,300,000

Comprehensive Electronic Grant Management System – Management: Expands an enterprise-wide Electronic Grant Management System (eGMS) with feedback from all grant-giving agencies. The eGMS will provide a storefront using keyword searches to assist public and private entities seeking funding through state administered grant programs. eGMS will manage the grant solicitation, application, selection, award/contracting, and other functions.	$500,000	$2,800,000
Appeals Process Automation – Human Services: Automates the DHS Appeals Process. The DHS Bureau of Policy Analysis & Appeals (BPAA) will automate the appellate process in coordination with appropriate members of other agencies and DHS IT professionals. Included in the benefits are to meet or exceed all mandated timelines within 2 years, decrease the amount of time in the appellate process by 20%, and allow public access to appropriate data in the files.	$250,000	$3,050,000
Law Enforcement Data Collection and Management – Natural Resource: Joint project to improve DNR's law enforcement data collection and data sharing while enhancing reporting capability via electronic means and partnerships with Transportation, Public Safety, Court System, and Emergency Management. The funds will be used to purchase hardware for enforcement vehicles. DNR plans to partner with DOT to adopt existing law enforcement technologies.	$289,923	$3,339,923
IABC Technology Enhancement - Human Services: Phase II of a multi-phase project for the IABC system. This phase of the project will modify and modernize the current system from a batch processing system to a real-time update system. Making transactions "real time" will update the data files at the time the user enters the data, whereas the current mainframe transactions are batched and processed nightly to update the files.	$552,000	$3,891,923
Electronic Data-Filing Project – Human Services & Judicial Branch: Child Support Recovery Unit (CSRU) will partner with the Iowa Judicial Branch to begin mandated electronic document filing via an electronic data-filing project called Electronic Data Management System (EDMS). The proposed electronic filing rule will be met, and the project will utilize technology and develop a technological solution for electronic filing to provide a more efficient, improved and flexible service to Iowa citizens.	$357,865	$4,249,788
Employee Management System – Administrative Services: Implements Phase II of the Employee Management System. Phase II will bring on remaining DAS services and concentrate on workflow issues, and this application continues work begun in Phase I (defining user protocols and transitioning all ITE services to the new system). Activities in the new web-based system will allow several systems for relating tasks to be shut down, reducing both system and staff support.	$150,000	$4,399,788
Electronic Health Record Initiative – Iowa Veterans Home: Addresses the hardware needs of a previously approved ROI software package for IVH's electronic health record project. Included in this ROI application is the hardware and network devices needed to implement the mobility, availability, security, and efficiency aspect of the electronic health record project.	$278,063	$4,677,851

Imaging & Workflow Management – Human Services: Imaging and Work Flow System to provide flexibility and improved customer service, worker efficiency and payment accuracy. This system will enable eligibility workers in other areas of the state to determine eligibility without requiring the applicant or the worker to travel to complete a program application. It will also allow casework to be completed more efficiently (elimination of paper / technology queues up work).	$350,000	$5,027,851
Network Infrastructure Upgrade – Cultural Affairs: Replaces the majority of DCA's current network infrastructure comprised of Cat 3 and Cat 5 cables and hubs and unmanaged switches with fiberoptic cable risers, managed switches, and Cat 5e runners terminating in ports. The proposed configuration would bring the network infrastructure up to current enterprise standards.	$100,000	$5,127,851
Online Travel Expense System – Natural Resources: Implements an online travel and expense system, integrate the package based solution with the I3 accounting system, and implement the project with DNR as the pilot department for a potential statewide system. Other departments may have the same need to reduce the time and effort associated with submitting, reviewing and approving travel expenses.	$480,000	$5,607,851
Nurse Call/Pager Upgrade – Iowa Veterans Home: Integrates the current nurse call system with a new pocket paging system and upgrade the administrative paging system to accommodate alpha-numeric pagers. The new nurse call system would automatically page nursing personnel assigned to their respective residents when residents access their call lights. The new PC-based system would allow us to send facility-wide messages in times of emergencies, and other situations as they arise.	$277,977	$5,885,828
On-Line Training Technology - Iowa Law Enforcement Academy: Provides on-line training utilizing interactive courses available at all hours. This coursework will be provided on-line without direct instructor involvement and during non-class hours that will not require instructors to be present in the classroom. It will also save police departments and sheriff's offices money by providing additional training during the current thirteen-week program.	$115,000	$6,000,828
Total of FY 09 projects and requested funding:	$6,000,828	

The Governor's budget has a recommendation of funding for $4,059,088.

Q: How will this funding be used and what results are expected?

A: The requested funding will be used to:

- Replace outdated equipment and software.
- Deliver high quality, low cost services to the taxpayers of Iowa.
- Improve efficiency in the delivery of services to state government constituents.

These projects independently and collectively will greatly improve the efficiency of the Executive Branch by providing employees the tools to become more productive and responsive to the taxpayers of the State of Iowa. This is accomplished by providing additional on-line services, integrating information systems to facilitate information sharing, reducing information processing times, and standardizing processes, all of which supports increased customer satisfaction. This will reduce operational costs and provide for timely and accurate revenue collections.